

Maintain and develop Integrated Water Management website content and resources

Specification

Background to the Environment Agency

Who is the Environment Agency?

We are an executive non-departmental public body responsible to the Secretary of State for Environment, Food and Rural Affairs. Our principal aims are to protect and improve the environment, increase resilience to flooding and coastal erosion, as well as to promote sustainable development.

Further information on our responsibilities, Corporate Plan and how we are structured can be found on our website:

<https://www.gov.uk/government/organisations/environment-agency/about>

What do we spend our money on?

We are a major procurer of goods and services within the UK, spending circa £600M per annum, our major spend areas are:

- Flood and Coastal Risk Management (design, construction, and maintenance)
- ICT and Telecommunications
- Vehicles and Plant
- Environmental Consultancy and Monitoring
- Temporary Staff and Contractors
- Facilities Management, Energy and Utilities
- Flood Management and Water Related Services

What do we need from our contractors?

Contractors are vital in supporting the delivery of our corporate plan. We aim to support the economy and society whilst delivering more environmental outcomes for every pound we spend. In many areas we are leading the way on environmental and technical developments. It is our role to ensure that contractors clearly understand our corporate aims and objectives and know that we are committed to delivering the best value, best practice and the most sustainable outcomes, considering the whole life cycle of our procurement decisions. We also promote diversity and equality and treat all of our contractors fairly.

Our procurement strategy may be of interest to you as a potential contractor. It sets out our priorities and key commitments in a range of areas, such as, delivering our corporate plan, Government policy, contractor management and sustainable procurement:

<https://www.gov.uk/government/organisations/environment-agency/about/procurement#procurement-strategy>

Government changes and collaboration

Since 1 April 2013, the Environment Agency is no longer responsible for delivering the environmental priorities of Wales. This is now the remit of Natural Resources Wales (NRW). Further information can be found here:

<http://naturalresources.wales/splash?orig=/>

By bidding for this requirement, you may also be approached by other members of the DEFRA network, NRW or other government departments that are specifically named in the tender document.

Further information

To see our commitments to Diversity and Equality, please visit our website:

<https://www.gov.uk/government/organisations/environment-agency/about/equality-and-diversity>

Also, are you up to date on environmental legislation? See links below for further information:

Waste and Environmental Impact - <https://www.gov.uk/browse/business/waste-environment>

Environmental Regulations -

<https://www.gov.uk/browse/business/waste-environment/environmental-regulations>

Contract Ref:

Contract Title: Maintain and develop Integrated Water Management Programme content and resources.

Background to the specific work area relevant to this purchase

The Integrated Water Management (IWM) programme and wider programme of work is hosted by the Environment Agency's Oxford to Cambridge team on behalf of the wider Defra Group, working closely with stakeholders across the sector and geography. The programme works with the Oxford to Cambridge governance framework, geography, and stakeholders. However, it is designed and managed in a way that will provide learning and approaches that are applicable more widely.

A key focus is our Integrated Water Management programme which explores how to draw together current and ongoing water, flood, natural capital, and land use planning work, to create a fully interconnected water and flood risk approach to planning and decision making. The aim is to enable a more proactive, holistic approach to decision making and solution planning for water management infrastructure – focusing on the needs of the natural environment and ultimately avoiding reactive water management solutions that focus primarily on damage limitation.

The Integrated Water Management programme is in its third phase having completed:

- Phase 1 – Focused on evidence, exploration of issues, dependencies, and engagement. It brought together work across water, flood, natural capital, and land use planning to create an integrated water and flood risk evidence base.
- Phase 2- Supported the identification of options at scale which deliver multiple benefits for the environment and people, allowing a more proactive and holistic approach to decision making and solution planning across all water management infrastructure. Some of the outputs of phase 2 can be found on our website as a series of projects and studies.

<https://www.oxcamlncp.org/>

The purpose of these projects is to create an evidence base of the impacts of integrated water management and the opportunities this could provide when considering water recourses, quality and flood risk. For each project we look to create evidence bases and develop and trial new ways of working. Our projects sit under one of three themes: Placemaking, Statutory water planning, and Exploration.

In the next phase, the team will be continuing to work on projects designed to enable a more proactive, holistic approach to decision making and solution planning for water management infrastructure. The chosen contractor will need to continue to host and develop the team's website, including all of its current contents. This includes to continue to host and update a map of the Oxford to Cambridge geography and the ecosystem services that the area provides. This is a useful feature as it gives planners and decision makers a strategic indication of where potential ecosystem services might be found within the geography. The chosen contractor will also be expected to design and create a cohesive suite of non-technical summaries of any new projects/ studies. The contractor will be expected to produce a cohesive and recognisable suite of documents using technical information provided by the team and present it in a visually appealing and accessible format. These documents should be produced in line with the existing documentation found on our website. The information within the non-technical summaries should adhere to the guidelines set out by Environment Agency on accessibility.

Requirements

List of requirements

- Maintain and develop the website and its products used by the team to showcase their work so far and other upcoming projects. This will include paying any fees associated.
- The chosen contractor will be required to continue to host the website including the interactive map. The contractor will be required to pay the OS license fee for the interactive map found on the website. The chosen contractor will perform these licensing requirements for 1 year.
- Preparing and hosting of non-technical summaries and supporting project documents (approximately 10 products per year). To use our existing technical summaries for our projects as a guide to creating any new products/ non-technical summary documents for the team to create a family of products for our stakeholders to use.

The majority of this commission will be design and functionality focused, with the client team providing the content. We would however expect the contractor to provide guidance on the appropriate style of content that could work best with the proposed design elements. The contractor shall take a lead in providing clear requests of what is needed from the client to enable the contractor to deliver a strong and compelling product.

This commission's aim is to continue to develop a strong, recognisable identity for Integrated Water Management Hub from the programmes existing content and to create new technical summaries as required by the team.

The OxCam team are a dispersed team and so work collaboratively using online tools such as Microsoft Teams. This allows the team to work flexibly. With this in mind the chosen contractor would not be expected to attend any site visits or in person meetings, however the Environment Agency holds the right to change this if necessary to benefit the project. Whilst flexible working is encouraged the chosen contractor will need to be available to contact during the following core hours (9am to 4pm).

The OxCam team will work closely with the chosen contractor and will expect regular meetings to check in on the project programme and progress. The team will set clear deadlines when requesting work, giving as much time as possible in advance for the chosen contractor. This, however, may need to change quickly on occasion should a change in circumstances develop. This might include occasional short deadlines with a quick turnaround expected for any outputs required.

Target audience

Our target audience is internal Environment Agency/Defra group staff, external regulators, policy makers, land use and water planners. Any content or resources being maintained or developed will need to be easily accessible and should effectively encourage the uptake of an integrated approach to water management.

The scope (deliverables, outputs and objectives)

1. Maintain and develop the website used by the team to showcase their work so far and other upcoming projects.

The website address is in a format where the ownership can be transferred. The chosen contractor will need to maintain this ability for the Environment Agency to change ownership to move the website address to a new contractor in the future when this work goes to open tender once more.

<https://www.oxcamlncp.org/>

2. To host the online mapping tools already established on the online website and to create new layers as more information becomes available.

<https://www.oxcamlncp.org/projects/oxcam-lncp/map>

3. Creating non-technical summaries (approximately 5 per year) for technical work using information provided by the team. Using this information, create visuals and interactive elements to display this information in an accessible format.

Tenderers and contractors must ensure that appropriate protective security controls are in place to comply with the GSCP and manage the information shared and received as part of this tender exercise.

Created works already published on the website such as reports, images, map layers, films, audio recordings, software, code, and datasets or databases are legally protected from certain types of re-use. Please make sure you follow the latest guidance and adhere to any onward licensing requirements. Please be aware that we may provide information to you that is marked as official sensitive before it is uploaded to the website.

As the contractor, when you are acquiring an existing work or commissioning the creation of a new work which may incorporate a third party's work, you need to specify compatibility with your use, sharing and onward licensing requirements.

A full suite of guidance documents is available on GOV.UK, with specific guidance for tenderers and contractor set out in Guidance 1.6 - Contractors and Contracting Authorities.docx (publishing.service.gov.uk).

[Guidance 1.6 - Contractors and Contracting Authorities.docx](#)

Benefits

1. Capability and confidence of users in taking an integrated water management approach is raised.
2. Clarity and efficiency of access to integrated water management tools, approaches, guidance, and learning is increased.
3. To make it easier to share more information on integrated water management and improve its profile for development and application.

Objectives

1. Hosting and maintenance of the web-based hub. Maintain the existing access to relevant project summaries, findings and resources through the Integrated Water Management Hub.
2. Preparing and hosting of non-technical summaries and supporting project documents. Bring together the various strands of our project work into one package that is easy to use for our stakeholders.
3. Accessibility, style and user interface. Ensure all stakeholders can view our project findings to gain a basic understanding of how integrated water management fits into the environmental planning and delivery cycle through the established Integrated Water Management Hub. This will be achieved through an effective use of design, graphics, and diagrams.

4. Clear presentation of concepts and key messages for varied user groups. Continuing to develop and deliver an engaging, user centric, consistent, simple, and visually pleasing suite of products, to optimise understanding and buy-in.

Products/Elements

Element 1: Content creation

Development of engaging non-technical summaries of our future projects. These will be based on project reports. Information from technical reports will be provided by our team as work is completed. These should be summarised by you into a high-level overview and non-technical summaries.

The overview document should be approximately 4 pages long with links to the non-technical summaries for those who would like to find out more. The length of non-technical summaries will vary depending on the results of the project but could be between 5 and 20 pages long.

Within each of these there may be case studies which could also need individual summaries.

We would expect you to use supporting graphics and elements to help to communicate the key points and processes. This should be in keeping with the existing style of documents will soon be on the website.

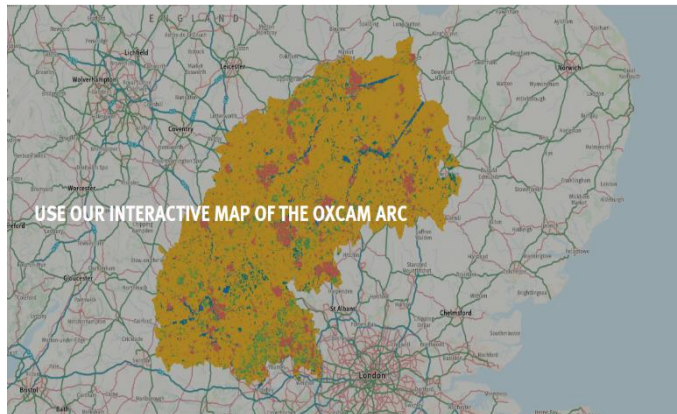
We will have approximately 5 overview documents with supporting non-technical summaries needing to be created. All will use the same colour palette and general approach, in order to create a 'package' feel. In terms of icons and graphics, there will be a requirement for individual "setting" of text and images for each PDF.

Element 2: Website Maintenance

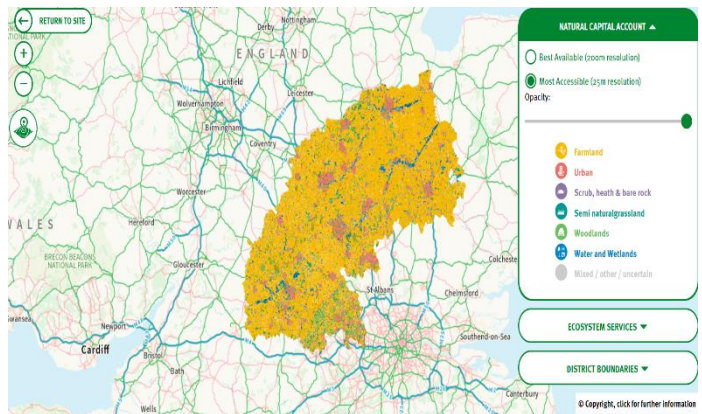
You will continue to host the teams existing website, including all of its contents. This will require you to be responsible for acquiring and paying the fees for the appropriate license to do this. Bi-monthly meetings (frequency may vary due to project schedules) will be used to discuss any updates to the website from the client and for you the contractor to update the client on progress or any challenges.

Element 3: Host the online mapping tool already established on our website and create new layers as more information becomes available.

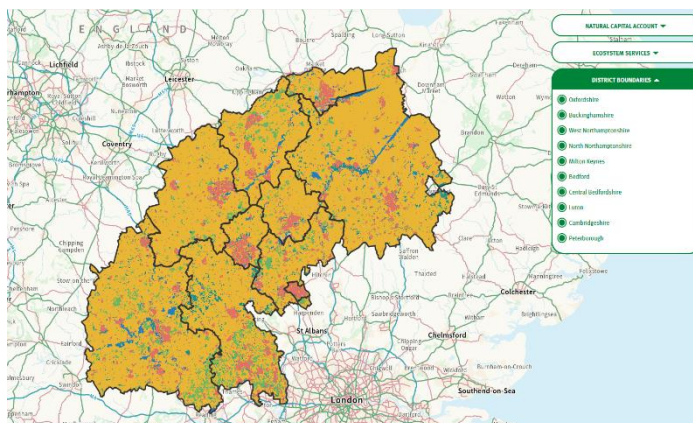
There is an online mapping tool on the website that will need to be hosted as well as new layers being added as required by the team. The mapping tool is temporarily offline until the new tender has been agreed. However, once the contractor has been selected, this will need to be made live again.



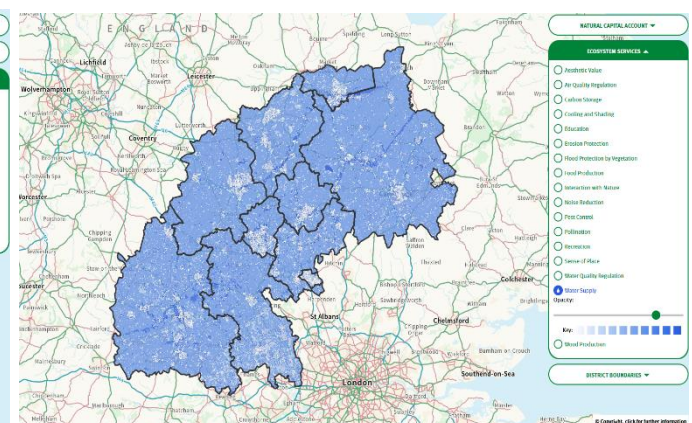
Home page- Welcome to the interactive map of the OxCam growth corridor.



Natural capital account layer- Interact with the map to look at the type of land use found within the area.



District boundaries layer- Use this layer to see a visual representation of the district boundaries found within the geography.



Ecosystem services layer- Use this layer to investigate the types of ecosystem services identified within the geography.

Usability

The end products must be accessible and interactive to the user's needs.

All products may include signposts to tools hosted on websites external to the Environment Agency.

All products should be developed to enable Environment Agency to make updates to content and structure in the future and should include methods/guidance to enable this.

Sustainability

The Environment Agency protects and improves the environment and is committed to reducing the sustainability impacts of its activities directly and through its supply chains. We expect the Contractor to share this commitment and adopt a sound, proactive sustainable approach in keeping with the 25-year environmental plan and our commitments that is compliant with all applicable legislation. This includes understanding and reducing direct and indirect sustainability impacts and realising opportunities, including but not restricted to; resilience to climate change, reducing greenhouse gas emissions, water use and quality, biosecurity, resource efficiency and waste, reducing the risk of pollution, biodiversity, modern slavery and equality, diversity & inclusion, negative community impacts.

As a delivery partner, the successful contractor is expected to pursue sustainability in their operations, thereby ensuring the Contracting Authority is not contracting with a contractor whose operational outputs run contrary to the Contracting Authority's objectives. The successful contractor will need to approach the project with a focus on the entire life cycle of the project. The successful contractor will provide such evidence of addressing its sustainability impacts and compliance with the contract requirements when the Authority reasonably requests.

eMission2030 - our sustainability plan

We need to act urgently to tackle our own negative impact on the environment through the carbon produced by our use of raw materials, energy and transport and the impact on those working in the manufacturing processes of what we buy. Our new sustainability plan - eMission2030 – outlines our ambition for the future and use hard evidence to radically change our way of thinking to build sustainability into every decision we make.

We have adopted the United Nations Sustainable Development Goals (also known as The Global Goals) as a framework for eMission2030 – to tackle a broader range of social and economic development issues. But to achieve our commitments we'll need to do things with urgency, together and even more work in partnership with others. This will need to be delivered across the whole organisation to be successful.

We want you to feel empowered to take your own actions and try out innovative ideas to make both big and small changes and challenge unsustainable decisions and actions. We'll be asking all parts of our organisation to create their own delivery plans which shows what they will do to achieve our commitments.

Sustainability Considerations

We are committed to continually improving our sustainability performance. The Environment Agency has set itself tough objectives as a clear commitment and contribution to sustainable development throughout England. The Environment Agency recognises that this can only be achieved through commitment from all sectors of society, and it is intent on raising awareness amongst industry and commerce.

Contractors must adopt a sound proactive environmental approach, designed to minimise harm to the environment.

Environmental criteria should be considered as part of your tender submission with credit given for innovation. Factors to be considered could include areas such as:

1. Paper use: All documents and reports prepared by consultants and contractors are produced wherever possible on recycled paper containing at least 100% post-consumer waste and printed double sided.
2. Travel: use of public transport, reduce face to face meetings by using email and videoconferencing. Meetings to be held in locations to minimise travel and close to public transport links.
3. Packaging: should be kept to a minimum. Re-use and disposal issues must be considered.
4. Efficient Energy and Water Use. Due to the high amount of water and energy usage required to use Artificial Intelligence, we ask contractors not to use this technology within their work.
5. Disposal of Waste: Whilst on site the contractor is responsible for the disposal of their own waste and can only use client facilities with express permission from the onsite facilities officer.
6. Whilst on site, contractors should comply with the local environmental policy statement which will be made available to you in advance or on arrival.

Diversity and Equal Opportunities

We are committed to promoting equality and diversity in all we do and valuing the diversity of our workforce, customers, and communities. As a public body, we publish regular information about what our equality objectives are and how we're meeting them.

<https://www.gov.uk/government/organisations/environment-agency/about/equality-and-diversity>

Health and Safety

Contractors will be responsible for making sure all required health and safety aspects including risk assessments are undertaken and required management measures are in place to protect worker exposure. This includes management of all partners, consortium members and subcontractors.

Outputs and contract management

- First month of contract- Start-up meeting between the clients Communication and Engagement Lead and contractor.
- Bi-monthly status check ins to discuss upcoming work and progress. On occasion bespoke meetings may be required when larger pieces of work are being produced.
- Monthly budget view of work done and budget remaining/spent.

Key milestones (dates to be added upon award of contract).

This contract shall be project managed on behalf of the Environment Agency by Juliet Savage, Oxford to Cambridge Communications and Engagement Specialist (jules.savage@environment-agency.gov.uk). With Daniel Curtis, Integrated Water

Management Programme Manager as the Project Executive
(Daniel.Curtis@environment-agency.gov.uk).

Bi-monthly project team meetings (virtual or face to face as appropriate) with additional check ins as required will be used to ensure the project is keeping to time and scope. The regularity of these can be adjusted to reflect different periods of the project and needs. For example, the frequency is likely to increase during periods when projects are completed, and summary documents are created. A programme plan will be provided upon appointment. Any updates will be shared with the contractor through regular conversations and emails between the project manager throughout the project.

We will expect the contractor to invoice for work periodically (monthly or bi-monthly as appropriate). These invoices will be assessed and paid within a month, with the intention of this turn around being much shorter (1-2 weeks).

All invoices must quote the purchase order number to be processed. A file copy invoice must be provided to the contract manager, on request. The timescale for payment of invoices will be up to 30 days after we have received a valid invoice.

The chosen contractor will need to provide information on the relevant knowledge, experience and training that they can offer. This will include previous experience managing and hosting websites, and design engaging graphics.